Patterson,Robert (HHSC)

From:	Relph,Kim H (HHSC)
Sent:	Tuesday, December 06, 2016 11:22 AM
To:	Aida Sus; Waeltermann,Suzanne (HHSC)
Cc:	Sherry Tenison; Laosebikan,Camille (HHSC)
Subject:	RE: HTW billing

Suzanne, I know you don't have much to do with HTW claims, but thought maybe you could shed some light here. Thank you.

Kim Relph, Contract Specialist
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Medical & Social Services Division
Women's Health & Education Services
Contract Support, Mail Code 1326
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From: Aida Sus [mailto:twhcaida@gmail.com]
Sent: Tuesday, December 06, 2016 11:15 AM
To: Laosebikan,Camille (HHSC) <Camille.Laosebikan@hhsc.state.tx.us>; Relph,Kim H (HHSC)
<Kim.Relph@hhsc.state.tx.us>
Cc: Sherry Tenison <sherrytenison@yahoo.com>
Subject: HTW billing

Good Morning,

Ms Tenison wanted me to let you know that, we are having problems billing HTW.
We have not changed billers or billing company's. We use NueMD billing system. We started getting denials stating that we were using the wrong form our system uses the CMS1500 they are asking that we use the 2017 form.

The only time we use the 2017 form is to bill FP though TMHP and have had no problems.
I have been working with people at TMHP and the Heidi group. But no one has a solution. In speaking to the Heidi group yesterday Carol stated that we are not the only ones in her group who are having problems.
So Ms Tenison is concerned that some how her TPI has been mixed up. I hope that we can get this cleared up soon.
Some of the denials say we are missing Clia and Lab info, I have verified with TMHP that everything is current and on file.
Any help or guidance is greatly appreciated.
Please let us know what we need to do.

Here are some examples,

10-28	100 020 030 201630685958948
10-17	100020030201630084507668
10-26	100020030201630285208530
11-10	100020030201632692519227
11-21	100020030201632893194152
11-16	100020030201632692518333

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Thanks Aida

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